



Coatesville
VA Medical Center

NEW ENROLLEE GROUP ORIENTATION CLASS

DONNA REGENER, CHIEF
HEALTH BENEFITS
SECTION



WELCOME

- Coatesville VA Medical Center (VAMC) is a specialty referral facility. The medical center primarily serves veterans from southeastern Pennsylvania, Delaware, and southern New Jersey.
- Coatesville VAMC is a part of the VA's Veterans Integrated Services Network (VISN 4) Healthcare Network, which includes 9 other facilities in Pittsburgh, Erie, Butler, Altoona, Clarksburg, Lebanon, Philadelphia, Wilkes-Barre, and Wilmington. Coatesville VAMC operates 2 CBOCs (Community Based Outpatient Clinics) located in Springfield, PA and Spring City, PA.

MISSION STATEMENT

- Honor America's veterans by providing exceptional health care that improves their health and well-being.
- Coatesville VA Medical Center was recently ranked #2 out of 153 medical centers nationwide for Overall Outpatient Satisfaction in 2010.



VISION STATEMENT

- To be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back-up for National emergencies.



BENEFITS AND ELIGIBILITY

- The VA has many levels of benefits and eligibility
- The following slides will briefly review some of these



SERVICE CONNECTION

- Service Connection means that a Veteran has a disability rated as Service Connected (SC) for an injury, disease or condition incurred or aggravated by your military service.
- Compensation and Pension (C&P) exams are conducted by a special department at the request of the Regional VA Office.

MEANS AND CO-PAY TEST

- If you are not Service Connected or are 0% Service Connected, you must complete a yearly financial statement known as a Means Test.
- If you are 10-40% Service Connected, you must complete a yearly Co-Pay Test that will determine whether you have a Co-Pay for your non-service connected medications.

CURRENT CO-PAYS

- Basic Care Services - \$15.00/visit
Services provided by a primary care clinician
- Specialty Care Services - \$50.00/visit
Services provided by a clinical specialist such as radiologist, audiologist or optometrist

	<u>PRIORITY GROUPS</u>	<u>COPAY AMOUNT</u>
• Prescriptions —	2 – 6	\$8.00 *
	7 – 8	\$9.00 *

***For each 30 day or less supply of medication for treatment of non-service connected condition**



NO CO-PAYMENT

- You will NOT be charged a co-payment for
 - ❖ Flu Shots
 - ❖ Pneumonia Shots
 - ❖ X-rays
 - ❖ Lab Work
 - ❖ EKG's
 - ❖ Zostavax (Shingles) Shot



PATIENT BILLING

- Veterans with no insurance:

Charges will be released immediately. Patient statements are dated the 26th of each month and should be received around the 1st of the month.

- Veterans with insurance:

- Insurance is billed for those veterans who have billable insurance.

- If veteran is required to pay a co-pay, the co-pay is put on hold for 90 days from date of billing to give the insurance time to pay.

- If insurance does not pay within 90 days, the system will automatically release the co-payment bill.

- If the Insurance does not cover the amount of co-payment, veteran will be billed for the difference

- If veteran has already paid the co-pay, a refund will be sent to the veteran

NOTE: Accounts over 90 days are automatically sent to the Treasury Department and Debt Management Center for possible offset of Social Security, compensation payments or tax refunds, etc

TRICARE PATIENT BILLING

- Active Duty and their family members are not subject to co-pay, cost share or Deductible.
- Tricare is billed for the services.
- If patient is required to pay cost-share, co-pay or deductible, It will be place on hold for 90 days from date of billing to give Tricare time to pay.
- After receiving Tricare explanation of benefit (EOB), a bill is created for patient if EOB shows patient liability.
- **Note:** accounts over 90 days are automatically sent to the Treasury Department and Debt Management Center for possible offset of Social Security , Compensation payments or Tax refunds, etc.

PRIVATE HEALTH INSURANCE

- Veterans are encouraged to retain their private health insurance, especially those who are in the category of having to pay a co-pay. It is important to note that VA health care is NOT considered a health insurance plan
- By law the VA is obligated to bill health insurance carriers for services provided to treat nonservice-connected conditions.
- Changes in your health coverage should be given to staff at the time of your visit. All insurance information received is verified to see if the VA can bill for the services.
- Identification of insurance information is essential to the VA since collections received from insurance companies help supplement the funding available to provide services to Veterans
- Veterans are not responsible for payment of VA services billed to their health insurance company that are not paid by their insurance. The insurance bill will be written off, but the veteran would be responsible for co-pay, if applicable.

VETERAN BENEFITS SERVICES

- Representatives from the Regional Office are available to assist you here at the Medical Center on Thursdays and Fridays by appointment only. Call (610) 384-7711 ext 3349, bldg 57A-room 112
- Veterans Service Officers (VSO) are available every Monday through Friday by appointment only, located in bldg 5-room B-07.
- VSO's are also available the fourth (4th) Saturday of every month, by appointment only. Located in the DAV Transportation Office, bldg 2-basement.



PATIENT ALIGNED CARE TEAM (PACT)

CVAMC is proud to present a new way to deliver Primary Care to you ~ The Patient Aligned Care Team or PACT. Now, an entire team of medical professionals work together to focus on every aspect of ***your*** care.



PATIENT ALIGNED CARE TEAM(PACT)

An organized approach to healthcare delivery

- Comprehensive
- Continuous
- High Quality
- Personalized Care

VA healthcare professionals provide most of your VA outpatient care and coordinate referrals within the medical center

- Appointments when you want and need them
- Preventative medical screenings and education
- Health promotion and disease prevention
- Referral to VA specialists
- Coordination of care with non-VA providers

PACT TEAMS

- Teams 1 thru 9
- Team members include:
 - Your Primary Care Provider
 - Nurses
 - Dietitians
 - Social Workers
 - Clerical Support
- Your VA Primary Care Provider (PCP) is a VA healthcare Professional
- PCPs can be Medical Doctors, Nurse Practitioners or Physicians Assistants
- PCPs are all part of a Primary Care Clinic Team
- Evening hours are available every 1st and 3rd Wednesdays



APPOINTMENTS

- All routine Primary Care visits are scheduled appointments
- New visits are 30-60 minute appointments
- Follow ups are 30 minute appointments
- After your visit, you and your provider will determine when you should be seen again
- If it is <30 days away, you will receive an appointment time
- If it is >30 days away, you will be placed in the “Recall System”

RECALL SYSTEM

- The Recall System is an appointment system designed to give you care when **you** want it
- You will receive a letter one month before you are due to be seen
- The letter will remind you to call in for an appointment which can be scheduled at your convenience

SPECIALTY CARE

- Referrals are needed from your VA Primary Care Provider for specialty clinic services
- Specialty Clinics Include:
 - Audiology
 - Chaplain Services
 - Dental
 - Urology
 - Women Veteran Health
 - Home Base Primary Care
 - Infectious Disease
 - Neurology
 - Nutrition
 - Optometry
 - Pain Management
 - Physical Medicine & Rehabilitation
 - Podiatry
 - Respiratory Services

DENTAL (LIMITED)



Veterans are eligible for Dental services if:

- ❖ Their dental care is for a compensated service-connected condition
- ❖ They have a dental condition resulting from service-connected trauma
- ❖ They have a service-connected rating of 100% or are determined to be unemployable
- ❖ They are former POW's
- ❖ They are participants in a VA vocational rehabilitation program
- ❖ They are enrolled homeless Veterans participating in specific health care programs
- ❖ Their dental condition is aggravating a medical problem under VA treatment



SCHEDULING/ CALL CENTER

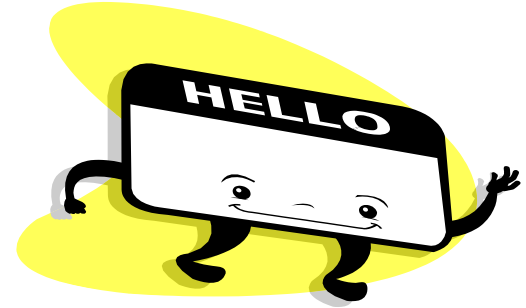
- **Scheduling Call Center**
- **Monday - Friday**
7:00 a.m. to 5:00 p.m.
- **610-384-7711, x-4239 or**
(1-800-290-6172)
- **Voice Mail Box available after hours**
- **Urgent Care is available 24 hours a day for**
non life threatening urgent medical care



APPOINTMENTS

Bring to each visit:

- *Veteran ID Card
- *All current Health Insurance Cards
- *Recent non-VA medical records
- *All medications -including any supplements or over the counter medications you are taking.



AudioCARE

- AudioCARE is a patient communication system that provides scheduling access 24 hours a day, 7 days a week



AudioCARE

- AudioINQUIRY

- * You will have access to information about date, time and location of all appointments within 30 days
- * You can confirm, cancel or reschedule your appointments
- * You can hear a complete list of all your appointments
- * Call 610-380-4357 or 800-290-6172 (Option 3), enter your SSN and follow the prompts

- AudioREMINDER

- * Two days prior to your appointment you will receive a reminder phone call
- * You can confirm, cancel or reschedule your appointment during this call
- * You will receive a detailed voice mail message if you are not available



KEEP US INFORMED

- At each visit you will be asked to verify:
 - * Your mailing address
 - * Work, cell, and home phone numbers
 - * Insurance information
 - * Legal Next of Kin
 - * It is extremely important that your information is correct and up to date so that you can be reached with information about your health or future appointment management.

DUAL CARE....

- Dual Care is when a veteran chooses to obtain health care from VA and non-VA sources at the same time
- Your VA provider has the final responsibility and authority to assist you on all decisions regarding your VA care and VA medications
- Your responsibilities with Dual Care:
 - ❖ Keep your VA and non-VA healthcare provider informed of all the care you receive
 - ❖ Give your VA PCP copies of medical records from non-VA healthcare providers
 - ❖ You are responsible for obtaining copies of your VA medical records from the Medical Records/Release of Information Office, ext 5049 (Your PCP is not responsible for releasing and sending your medical information to you)

APPOINTMENT INFORMATION

- If you miss an appointment, you will not automatically be re-scheduled
- If you arrive late, every effort will be made to see you the same day, but you may need to reschedule
- If you “NO SHOW”, your appointment is wasted and another Veteran misses out on getting care



CHECK-IN

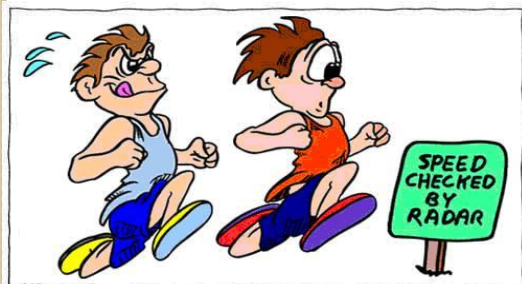


- The KIOSK System allows a patient to self check-in for appointments by using a combination of the Veteran Identification Card (VIC) and touch screen input at the kiosk.
- In order to meet HIPPA requirements, a privacy glare filter was incorporated into the screen so that the information can only be viewed by the veteran standing directly in front of the kiosk.

Healthy Living Messages

Lori Olson RN, MSN, CDE, HPDP

Be Physically Active and
Strive for a Healthy
weight

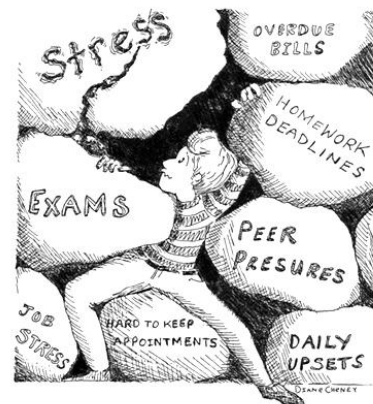


Manage Stress
Be Tobacco Free
Get Recommended Screenings



Eating Wisely
Limit Alcohol

Be Safe
Get Involved in your
healthcare



Health Promotion Disease Prevention Programs

- Diabetes Education Classes: Individuals or group classes
- Diabetes Support Group
- Pain Management group classes
- Healthy Neck and Back group classes
- Individual appointments with Physical Therapist or Psychologist



Telephone Lifestyle Coaching

- Help veterans:

- Be tobacco free
- Maintain a healthy weight
- Be physically active
- Manage stress
- Limit alcohol

- Talk to your provider for a consult for:
“Telephone Lifestyle Coaching.”

Get In Step With

MOVE

- What is the MOVE program?
- Why is the program important?
- How to participate?
- Where to participate?
- Questions?

*Physical Therapy- ext 5211

*Nutrition Therapy- ext 6207 or 3751

*MOVE Clerk- ext 3359



What is Tele-MOVE

- MOVE! is a weight **self-management program**
- We help you to set goals, make a plan, and provide you with support, information, and guidance to help you on your journey to better health
 - MOVE! is a lifestyle change program
 - MOVE! and TeleMOVE! is all of us being here to help.



What is Tele-MOVE

- Care Coordinator
 - a home messaging device (Health Buddy)
 - a digital scale
 - a MOVE! Handout Booklet.
 - MOVE Coordinator
 - Working together to help you reach your weight loss goals

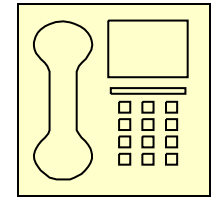


Telehealth at Coatesville VAMC

Home Based Telehealth

Care Coordination Home Telehealth (CCHT)

What is it? Care Coordination/Home Telehealth (CCHT) is an exciting program designed to help veterans and their providers better manage difficult health problems.



How does it work? Through a telehealth device connected to your phone line just like an answering machine or through your cell phone you answer a series of questions about vital signs, symptoms and behaviors. The device may then provide education, reinforcement and messages for you. The device then sends your information to your home telehealth nurses to review.

Why use home telehealth? It can help you manage your chronic disease and promote your health as well as help you avoid complications that could lead to hospitalization or long-term care placement.



Telehealth at Coatesville VAMC

“Telehealth” uses technology to improve access to services and reduce costs (\$\$ and time)

- **Clinic** based telehealth

- Care provided in clinic settings



- **Home** Based Telehealth

- Care provided mostly in the veterans' homes

Telehealth at Coatesville VAMC

Clinic Based Telehealth (part I)

Clinical Video Telehealth

“Real time” interaction between you and a member of the health care team

Uses video communication technology (ex. Webcams)

Available programs:

- Pharmacy (Coumadin clinic)
- MOVE (Weight management)
- Diabetic Education
- Pain Management Education
- Other programs in development



Telehealth at Coatesville VAMC

Clinic Based Telehealth (part 2)

- Store & Forward Telehealth
- “asynchronous” (delayed) interaction between health care team and veteran
- Test/patient information is stored and then forwarded/retrieved by a member of the health care team for evaluation



Available programs

- Diabetic teleretinal imaging
- Teledermatology
- Pulmonary Function Testing
- Echocardiograms

My HealthVet



What is My HealthVet?

My HealthVet is a VA maintained website available from ANY computer with Internet access. It has been designed to improve health care for all veterans by providing one-stop online access to better manage health, make informed health decisions and store important health and military history information. Register at www.myhealth.va.gov and become an active partner in your health care.



Log on to www.myhealth.va.gov and access:

- Personal Health Journals
- Vitals Tracking & Graphing
- Military Health History
- Activity & Food Journals
- Wellness Reminders
- VA prescription refills

And Coming Soon:

- VA lab results & Appointments
- Secure Messaging to your VA healthcare team

BEHAVIORAL HEALTH OUTPATIENT SERVICES

- DIAGNOSIS & EVALUATION
- INDIVIDUAL & GROUP THERAPY
- FAMILY THERAPY
- MARITAL COUNSELING
- PHARMACOTHERAPY
- PSYCHOLOGICAL TESTING
- BIOFEEDBACK
- TRAUMATIC BRAIN INJURY EVALUATION & TREATMENT
- CRISIS INTERVENTION
- PATIENT EDUCATION
- VOCATIONAL GUIDANCE & COUNSELING
- POST TRAUMATIC STRESS DISORDER THERAPY
- REHABILITATION MEDICINE (THERAPIES)
- OUTPATIENT DAY & EVENING SUBSTANCE ABUSE
- NEUROPSYCHOLOGY

COATESVILLE VAMC

OUTPATIENT PHARMACY

- VA pharmacy can only fill prescriptions written by a VA Provider
- If you have a prescription from a non-VA health care provider, you will need to see your VA Provider to form a plan of care and follow up at the CVAMC
- If you wish to have your VA Provider order prescriptions that your private doctor recommends, please provide recent test results, hospital discharge summaries, office notes, written prescriptions or your medicine bottles
- VA pharmacy has an approved list of medications called a “Formulary”
- The Formulary has excellent choices from each general group of medications

- LOCATION

Building 2- 2nd Floor

- (610) 380-4357

HOURS OF OPERATION

Monday through Friday

8:00am – 4:30pm

Saturdays, Sundays, and Holidays - CLOSED

COATESVILLE VAMC OUTPATIENT PHARMACY

- If you are new to the system and wish to start getting medications at the VA, we may not be able to provide the EXACT medication you are on, but we'll have a comparable medication to meet your medical needs.
- Your VA provider and pharmacist will work with you when “substitutions” need to be made
- Your VA PCP may prescribe a maximum of three month supply with three refills
- Refills are NOT automatic, you must request all refills
- Order your refills by mail at least two weeks before you run out
- After all of the refills are used, a new prescription must be entered by your provider
- **You can initiate a mail out refill by:**
 - calling the automated refill phone line (**AudioCare**), 24 hr a day including holidays and weekends at 1-800-290-6172 or (610) 380-4357
 - OR on the HealthyVet website: www.myhealthvet.va.gov

QUESTIONS?

